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APC GlobalServices

Preventive Maintenance

Smart-UPS® RT, Symmetra®, and Symmetra® LX

- Your best defense against downtime

The Preventive Maintenance Visit includes visual and electronic inspection of the UPS system to ensure it is performing to all defined manufacturer and environmental specifications.

- Verify that UPS environment is within specified conditions
- Verify proper operation of fans
- Check UPS event log for alarm(s) and record log (only through PowerView for Symmetra® and Symmetra® LX)
- Check input and output terminal block temperatures of UPS under load *****
- Clean all dust and debris from UPS
- Check that all modules are properly seated and undamaged
- Check torque of UPS power connections (while system is in shutdown mode only) ******
- Perform a system self-test
- Verify UPS transfers to all modes of operation (battery, bypass, normal)
- Record the serial numbers of all models and frame for verification of entitlement and tracking
- Report delivered to customer documenting UPS status and recording on-site activities

*** If system cannot be shut down, a minimum of input / output terminal block temperatures will be verified by infrared temperature probe. If this test determines terminal block temperatures are outside manufacturer tolerances, the system will require complete shutdown for corrective action.**

**** NOTE: APC strongly recommends that the system be totally shut down in order to complete a full preventive maintenance check.**

The Preventive Maintenance Visit from APC is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Ensure availability through preventive maintenance
- Assurance that UPS system will be performing according to manufacturer specifications
- Optimize lifetime of UPS system

Important Points:

- Does not include parts
- Includes labor and travel expenses
- Allow a two-week lead-time for service scheduling
- **External battery systems require purchase of separate Preventive Maintenance agreements**
- This service can be ordered as a stand-alone visit or in conjunction with any other APC service agreement. Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired